



Water Supply Update

Saturday February 20th



Executive Summary

- Aside from isolated properties and areas experiencing leaks/breaks, most residents are seeing optimal water pressure by now.
 - Restored within 72 hours of widespread system interruption
- Water storage capacity and water pressure through the system is quickly approaching normal levels.
 - Normal Fire Protection Restored
- Process to rescind the Water Boil Notice began today with the collection of samples required by TCEQ.

Synopsis

- On Tuesday, February 16th, the water system experienced a depletion of water supply, causing the water pressure to drop significantly. This triggered a Water Boil Notice per TCEQ requirements.
- The reduction in water pressure was due to a combination of:
 - Frozen Gauges and Electrical Components
 - Water Line Leaks/Breaks
 - High Usage During Winter Storm

Synopsis

- The decrease in water supply was **not** due to a loss of power nor the City intentionally shutting water off.
- The City began implementing its Plan of Action on the same day that water pressure was lost.
 - The first step was to issue the Water Boil Notice.
 - Water Boil Notices are required by TCEQ, and factors such as weather and availability of power do not play a role in triggering them.

During a Water Boil Notice



1. Boil water for 2 minutes
2. Allow water to cool before use
3. Pour into a clean container with a lid for storage

Uses After Boil

- Drinking
- Brushing teeth
- Washing fruits & vegetables
- Mixing baby formula
- Pets' drinking water
- Dish washing

Allowed Uses

- Handwashing
- Bathing/showering

DO NOT INTAKE ANY

Plan of Action

Refill water storage capacity & control identifiable system breaks/leaks

COMPLETE

✓

Meticulously begin releasing water to south pressure plane until pressure is restored

COMPLETE

✓

Follow TCEQ protocols to rescind the Boil Water Notice

IN PROGRESS

Status of High-Pressure Storage Facilities

Water Tower #4

- As of 2/20, the water tank is 80% full.

Water Tower #6

- As of 2/20, the water tank is 80% full.

Status of Low-Pressure Storage Facilities

Water Plant #3 Ground Water Storage Tanks

- As of 2/20, all 4 tanks are 80% full - used to fill distribution lines

Water Tower #1

- As of 2/20, this tower is 90% full

Water Tower #3

- As of 2/20, this tower is 60% full

Water Tower #5

- As of 2/20, this tower is 60% full

Recap on Meter Shut-Offs

Number of Water Shut-Offs

• Tuesday/Wednesday	138
• Thursday	82
• Friday	357
• Saturday	<u>94 (as of 2pm)</u>
	671

- Normal average is 15 shut-offs per week

Continued Focus – Breaks/Leaks

- Continue to identify and isolate customer service lines that were left open or broken during winter event
- Fixing leaks or repairing broken city water mains
 - In progress:
 - 1508 North St.
 - Lova Dr. & Flamingo Dr.
 - 710 W. Nueces St.
 - Wheeler & Guadalupe
 - 1319 Sam Houston
 - Gemini Ct. & Mockingbird
 - 601 Mistletoe

Mitigating Risks & Medical Priorities

Fire Protection

- As water pressure has normalized, the Victoria Fire Department is now back to operating normally.

Hospitals

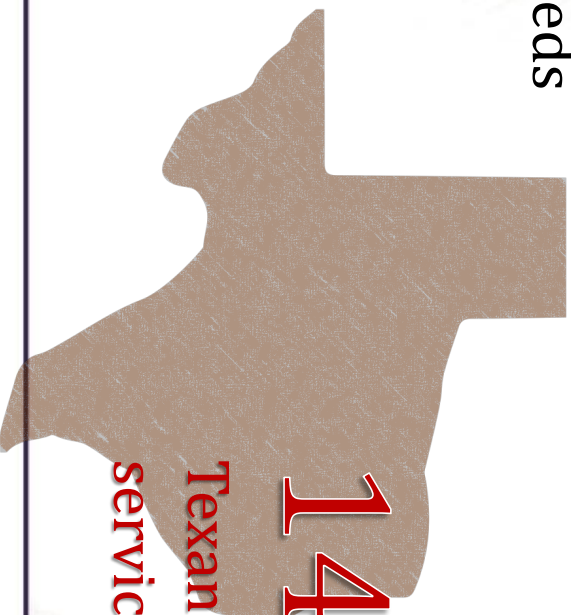
- Continue to operate with limited potable water but, with water pressure back up, are operating near optimal levels.

Other Medical Concerns

- Dialysis clinics are back to operating normally with the restoration of water supply.

Potable Water Supply Update

- Statewide demand continues to be extremely high as a result of multiple water system failures in cities across the state.
- Staff continues to work on identifying additional water resources to meet community needs



14 Million

**Texans experiencing water
service disruptions**

Potable Water Supply Update

- Deliveries made to
 - Citizens and DeTar Hospitals
 - Meals on Wheels
 - Salvation Army
 - Perpetual Help Home
 - C3 Church Warming Center
 - Twin Pines North
 - Faith Family Church Warming Center
 - Mid-Coast Family Services
 - Our Lady of Sorrows Warming Center
 - University of Houston – Victoria
 - Victoria College
 - Christ's Kitchen
- VCAM - Victoria Christian Assistance Ministry



1,400

Cases of Water
Distributed

Potable Water Supply Update

- Partnerships with Schools
- Availability of Bottled Water w/ Community Partners
 - Non-Profit Organizations/Church Groups
 - Long Term Recovery Group
 - Golden Crescent Food Bank
- Limited but existing availability at local stores with plans to restock tomorrow and Monday.

Potable Water Supply Update

- Mass Distribution
- City has submitted two requests:
 - 1.) American Red Cross through the State Operations Center; waiting for supply to become available through Red Cross/Anheuser-Busch Partnership
 - 2.) Disaster Recovery Contractor



Resources for Assistance

➤ www.GCCCOAD.org

Golden Crescent COAD (Community Organizations Active in Disasters)

➤ www.victoriatx.gov/waterboil

Recap of Hotline Calls

Hotline Calls*

- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

600

600

500

400

325 (as of 2 p.m.)

2,425

*Estimates

Steps to Rescind Water Boil Notice Per TCEQ

1. Maintain system pressure above 20 PSI (Pounds Per Square Inch)
 - Current pressure is between 50 & 60 PSI
2. Conduct bacteriological sampling throughout our system
 - Staff has gathered the 50 required samples throughout the City
3. Turn in the report to TCEQ for approval



What can residents do to help?

- Report Water Line Breaks/Leaks:
 - (361) 485-3381
 - www.victoriatx.gov/waterboil
- Turn off faucets to help with water pressure
- Smart water conservation practices

Next Steps

- Continue implementation of our action plan, with priority shifting to rescinding the water boil notice and maintaining pressure
- Solidify resources for residents needing repair assistance
 - www.disasterassistance.gov
- Begin formal review of events to identify deficiencies and areas of improvement in our water system

Development Center/Permits

- Development Center will open on Monday.
- Permits are not required for minor repairs such as replacing a section of broken pipe or sheetrock patches when less than 25% of the structure is being repaired.
- Residents do not need to obtain permits prior to the start of emergency repairs; however, a permit must be acquired eventually for all repairs, including any emergency repairs.

Public Information

- Daily Press Releases & Virtual Press Conferences
- Online at www.victoriatx.gov/waterboil
- Hotline at (361) 485-3381
 - 24/7 to report water line breaks/leaks
 - Today: 8:00 AM to 8:00 PM for additional questions/concerns
 - Tomorrow: 8:00 AM to 5:00 PM

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Questions

